

November 1, 2004

RECEIVED

Chairman Pat Miller  
Director Deborah Taylor Tate  
Director Sara Kyle  
Director Ron Jones  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243

2004 NOV -9 PM 3:21

T.R.A. DOCKET ROOM

Received  
RON JONES

NOV 3 2004

TN Regulatory Authority

R: 2004 Docket #'s 04-00166 and 04-00211

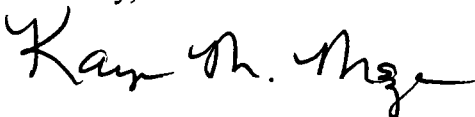
Dear Tennessee Regulatory Authority:

The Tennessee Regulatory Docket 04-00166 and 04-00211, if approved, could allow higher rates for calls from inmates at Tennessee jails and prisons. I am urging you to support the children and families of prisoners and vote against any increases in costs and any possible decreases in the time length of calls from a state or local penal institution.

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrong doing, they too often suffer in silence. It is therefore very important that elected and appointed government officials protect our interests. Our families are primarily responsible for telephone and many other expenditures of our incarcerated loved ones. The proposed changes would result in drastic rate increases that we cannot afford. We also cannot afford to stop improving our family relationships through regular 30-minute telephone calls. Healthy family bonds during imprisonment help to reduce repeated incarcerations and ultimately make our communities safer for all Tennessee families. To shorten the length of the calls would be devastating to family bonds. Affordable local and long distance calls are especially critical for families who are not physically or financially able to visit prisons that are often in remote locations where public transportation is not available and over night accommodations and meals would drive up the costs. I am also concerned that the current telephone provider, Global Tel-Link, lacks accountability to its customers. We insist that improved customer service and better billing services are required of all telephone service providers to prisons and jails in Tennessee.

As a concerned citizen, I will be watching these issues very closely. I earnestly hope that you will support families of Tennessee's prisoners and not the interests of big business.

Sincerely,



Kaye M. Maze  
408 Watts Drive  
Columbia, TN 38401

RE: 2004 Docket #'s. 04-00166 and 04-00211

RECEIVED  
OFFICE OF  
THE ATTORNEY GENERAL

NOV 09 2004

Carol Lawrence  
1102 Wimbley Rd  
Estill Springs, TN  
37330

November 5, 2004

Dear Sir or Madame:

2004 NOV - 5

2:27  
TN REGULATORY AUTHORITY

The Tennessee Regulatory Authority Docket 04-00166 and 04-00211, if approved, could allow higher rates for calls from inmates at Tennessee jails and prisons. I am urging you to support the children and families of prisoners and vote against any increases in costs and any possible decreases in the time length of calls from a state or local penal institution.

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Sincerely,

Carol Lawrence

Date: November 8, 2004

RE. 2004 Docket #'s, 04-00166 and 04-00211

Dear Mr. Riley Darnell,

The Tennessee Regulatory Authority Docket 04-00166 and 04-00211, if approved, could allow higher rates for calls from inmates at Tennessee jails and prisons. I am urging you to support the children and families of prisoners and vote against any increases in costs and any possible decreases in the time length of calls from a state or local penal institution

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As a concerned citizen, I will be watching these issues very closely. I earnestly hope that you will support families of Tennessee's prisoners and not the interest of big business.

Sincerely,

Sarah A. Singleton  
104 Minnettee Ct  
Nashville, TN 37207-4749